

FIG. 1

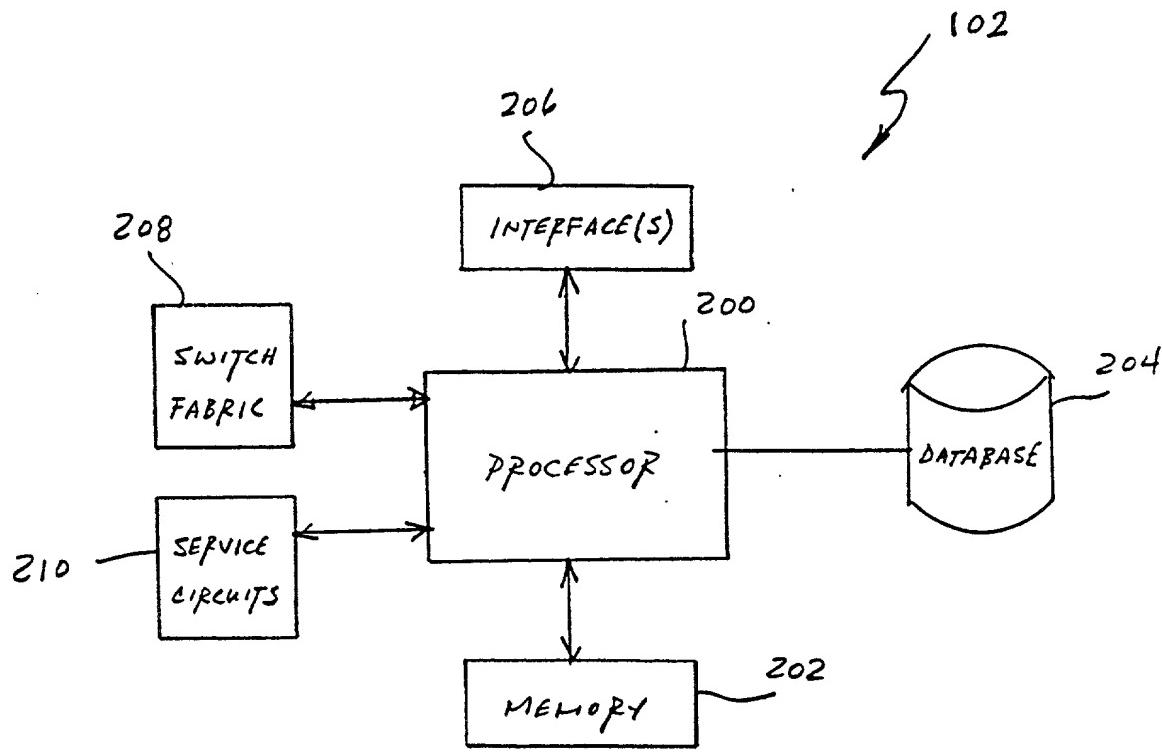


FIG. 2

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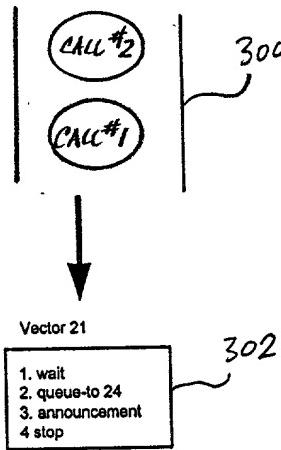


FIG. 3A

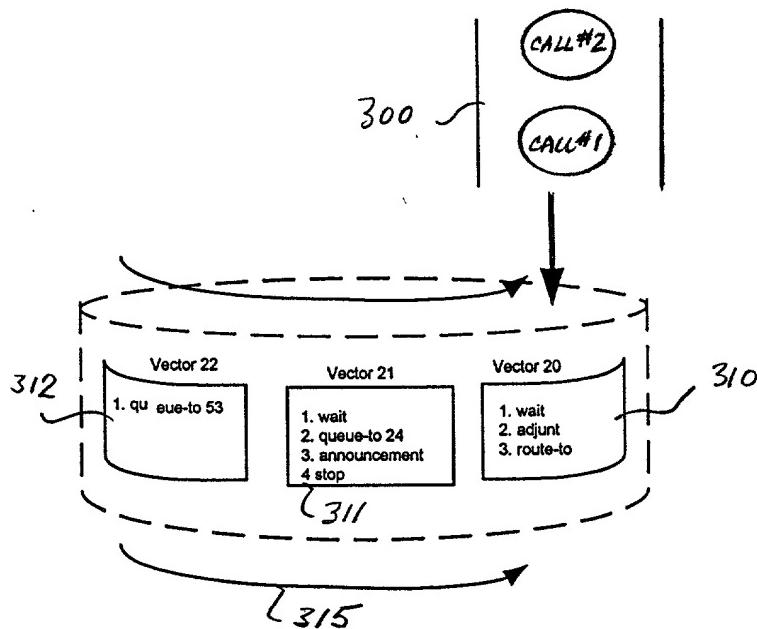


FIG. 3B

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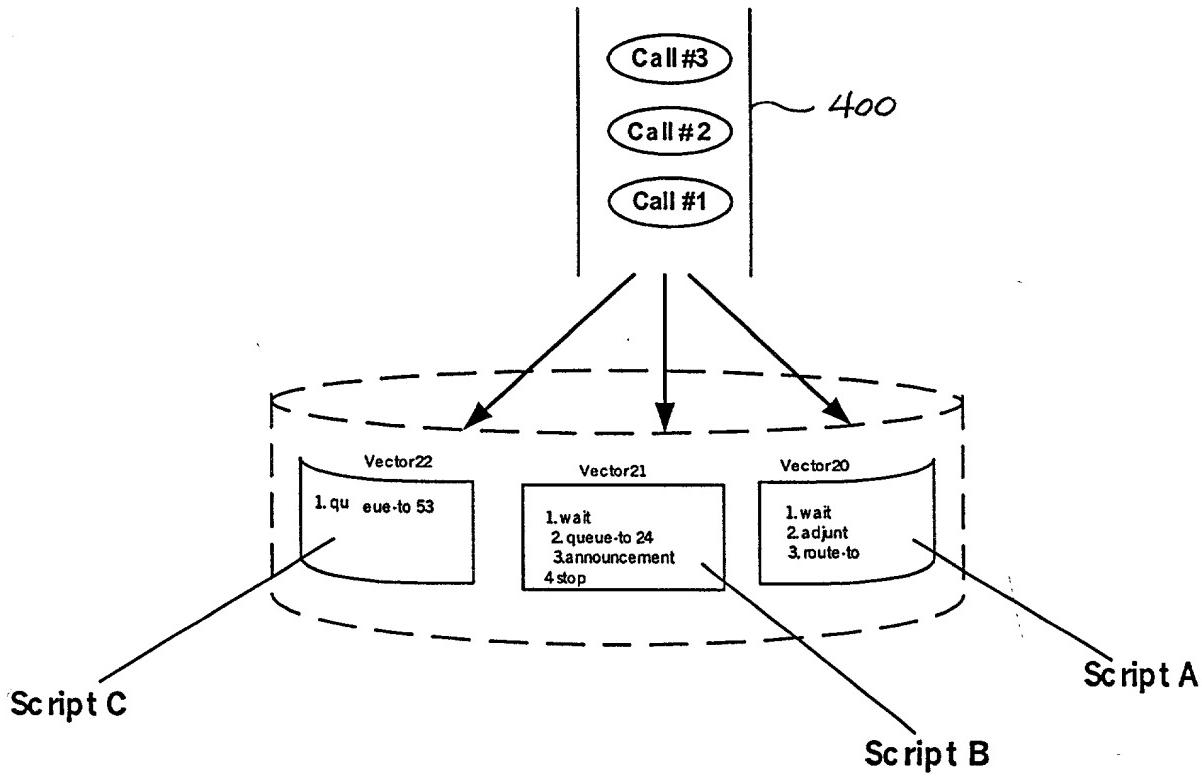


FIG. 4

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Vector 20
1 wait-time 0 secs hearing ringback
2 consider skill 5 pri m adjust-by 0
3 goto step 6 if ewt for skill best = 0
4 consider location 1 adjust-by 0
5 consider location 2 adjust-by 0
9 queue-to best

Vector 21
1 wait-time 0 secs hearing ringback
2 queue-to skill 5 pri m

FIG. 5A

A B C D E F G H I J K L M N O P Q R S T

display vdn 51234

VECTOR DIRECTORY NUMBER

Extension: 51234
Name: BSR LEAD

Vector Number:	20	Weight:	1
Vector Number:	21	Weight:	1
Vector Number:		Weight:	
Vector Number:		Weight:	
Vector Number:		Weight:	

Allow VDN Override? n
COR: 1
TN: 1
Measured: both
Acceptable Service Level (sec): 30
VDN of Origin Annc. Extension:
1st Skill:
2nd Skill:
3rd Skill:

FIG. 5B

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Vector 20 1 wait-time 0 secs hearing ringback 2 consider skill 5 pri m adjust-by 0 3 goto step 6 if ewt for skill best = 0 4 consider location 1 adjust-by 0 5 consider location 2 adjust-by 0 9 queue-to best	Vector 21 1 wait-time 0 secs hearing ringback 2 consider skill 5 pri m adjust-by 0 3 goto step 6 if ewt for skill best = 0 4 consider location 3 adjust-by 0 5 consider location 4 adjust-by 0 9 queue-to best	Vector 22 1 wait-time 0 secs hearing ringback 2 queue-to skill 5 pri m
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FIG. 6A

display vdn 51234

VECTOR DIRECTORY NUMBER

Extension: 51234
Name: BSR LEAD

Vector Number: 20	Weight: 1
Vector Number: 21	Weight: 1
Vector Number: 22	Weight: 2
Vector Number:	Weight:
Vector Number:	Weight:

Allow VDN Override? n
COR: 1
TN: 1
Measured: both
Acceptable Service Level (sec): 30
VDN of Origin Annc. Extension:
1st Skill:
2nd Skill:
3rd Skill:

FIG. 6B